Knowledge Coordinator Workshop
Regional Center Southern Africa (RCSA)
March 1-3, 2004

Pre-work

1. Read articles on Knowledge Management

- Selections from **The Complete Idiots Guide to Knowledge Management** by Melissie, Clemmons and Rumizen, August, 2001 (readings TBD)

- **Knowledge Management Magazine**, "On the Trail of Knowledge - First you must discover what knowledge is and where in your company it is located" by Phillip Gill, January 2001 (including sidebar on "What is KM?")
http://www.destinationkm.com/articles/default.asp?ArticleID=417

- **Federal Computer Week**, "Turn on the know how – Agencies share tips for converting workers into knowledge management power users", by Heather Hayes, October 20, 2003 (including sidebars on "Success stories" and "Expertise")
http://www.fcw.com/fcw/articles/2003/1020/spec-share-10-20-03.asp

2. Complete local KM Inventory

- Provide Mission-specific entries to Agency's KM Inventory
http://www.dec.org/partners/km_fair/cfapps/inventory/index.cfm?fuseaction=search&CFID=229650&CFTOKEN=77666288

3. Perform local strategy review

- Attendees to review country strategies to identify any KfD related SO's, IR's or Activities
- Forward strategies to KfD Training Workshop facilitators (link or softcopy to jlight@usaid.gov and jrabenst@dis.cdie.org)

4. Identify potential issues / opportunities

- Submit ideas on local problems / issues that might be opportunities for KfD initiatives (per conference call discussion)
- Provide comment / feedback / collaboration on potential issues / opportunities via KfD Mission Training team room in KM4KM Pilot Web site https://extranet.lotus.com/usaidkm

Day One – Introduction and Issues

1. Issues

Facilitated session presenting 'typical' organizational issues addressed by knowledge management and identification of 'local' issues by participants

2. KfD Overview

Presentation and discussion

- ### Concepts

  Implementation dimensions (People, Process and Technology) and enabling dimensions (Leadership, Culture and Measurement)

- ### Methods and Tools

  Communities of Practice, Yellow Pages, Expertise Directories, Knowledge Mapping, Collaboration Tools, Portal Solutions, Taxonomies, After Action Learning, Storytelling, etc.

3. USAID KfD Strategy

Presentation and discussion – origin, purpose, exposition, and feedback; relationship to Enterprise Architecture activities and Human Capital Strategy

Day Two – Organizing for Knowledge Activities

4. Regional Mission KfD Community of Practice (CoP) Development

Facilitated session to develop the local KfD CoP

- ### Local KM Activities

  Presentation by local mission reps on their current knowledge sharing activities (in development and operations), needs and interests

  - KfD in Development Activities – brainstorming session on partner KfD responsibilities and activities
  - Knowledge Sharing within the Mission – activities and ideas

- ### Community Framework Development

  Facilitated development/identification of KfD CoP Charter, Sponsor, Leadership, Membership, Roles

5. Joint KfD Strategy

Facilitated session to start development of the local KfD Strategy (mission, vision, goals) and plan to complete the strategy

Day Three – KfD Applied

6. Problem Identification

Facilitated identification of specific problem(s) suitable to resolution with KM techniques (building on Pre-work collaboration on this topic).

7. Solution Planning

- Development of potential solution and approaches (brainstorming)
- Development of project plan for selected approach (exercise)
- Additional training / discussion on KM methods and tools envisioned as solution (presentation)

8. After Action Review

- What went well
- What could be improved
- Specific Actionable Recommendations